

## Basic Functions of Management

### Multiple Choice

Identify the choice that best completes the statement or answers the question.

- \_\_\_\_ 1. The ability to act and make decisions without the help or advice of others is called \_\_\_\_\_.  
a. inspiration c. **initiative**  
b. independence d. inclination
- \_\_\_\_ 2. Monitoring customer satisfaction is a component of the \_\_\_\_\_ function.  
a. leading c. organizing  
b. **controlling** d. staffing
- \_\_\_\_ 3. Leadership means taking a company and its employees in a direction based upon a(n) \_\_\_\_\_.  
a. vision c. idea  
b. **goal** d. dream
- \_\_\_\_ 4. Which function of management is more concerned with setting company goal and objectives along with formulating strategies?  
a. controlling c. **planning**  
b. leading d. organizing
- \_\_\_\_ 5. In order for employees to have confidence in their leader's abilities, a leader must have \_\_\_\_\_.  
a. **self-confidence** c. initiative  
b. motivation d. charisma
- \_\_\_\_ 6. Informal structure often works well for \_\_\_\_\_.  
a. international businesses c. large corporations  
b. **small businesses** d. service businesses
- \_\_\_\_ 7. The process that managers use to develop goals and objectives, as well as strategies to achieve them, is called \_\_\_\_\_.  
a. **planning** c. analysis  
b. strategic thinking d. organizing
- \_\_\_\_ 8. The self-managed team approach started in \_\_\_\_\_.  
a. **Japan** c. Germany  
b. Detroit d. Silicon Valley
- \_\_\_\_ 9. A manager in charge of a department is generally classified as a \_\_\_\_\_.  
a. low-level manager c. **middle manager**  
b. operational manager d. top-level manager
- \_\_\_\_ 10. Which function of management is more concerned with providing direction and vision to inspire employees through conveying plans, assignments, and instructions?  
a. planning c. organizing  
b. controlling d. **leading**
- \_\_\_\_ 11. If a self-managed team has a team leader, the leader is often selected by \_\_\_\_\_.  
a. chance c. previous team leaders  
b. **team members** d. department managers
- \_\_\_\_ 12. \_\_\_\_\_-managers directly manage first-line managers.  
a. level c. top  
b. bottom d. **middle**
- \_\_\_\_ 13. \_\_\_\_\_ means doing "the right things" to accomplish company goals.  
a. **effectiveness** b. efficiency
- \_\_\_\_ 14. A self-managed team is likely to work on \_\_\_\_\_ project(s).  
a. multiple c. complex  
b. computer-based d. **a single**

- \_\_\_\_\_ 15. True or False: Management involves coordinating and overseeing the work activities of others so that their activities are completed efficiently and effectively.  
a. False b. True
- \_\_\_\_\_ 16. A leader who makes all the decisions without consulting others is called an \_\_\_\_\_ leader.  
a. autonomic c. automatic  
b. autogenic d. autocratic
- \_\_\_\_\_ 17. The leadership style in which managers work with employees to make decisions is called \_\_\_\_\_.  
a. autocratic leadership c. democratic leadership  
b. top-down leadership d. collaborative leadership
- \_\_\_\_\_ 18. Middle managers carry out the decisions of \_\_\_\_\_.  
a. line managers c. business managers  
b. operational managers d. top-level managers
- \_\_\_\_\_ 19. Thirty to forty years ago, \_\_\_\_\_ leadership was the predominant style used in U.S. businesses.  
a. free-rein c. autocratic  
b. democratic d. team
- \_\_\_\_\_ 20. Giving managers and employees the power to run things and make decisions is called \_\_\_\_\_.  
a. rein-free c. authorizing  
b. democratic d. delegating
- \_\_\_\_\_ 21. Which function of management is more concerned with keeping with company on track and making sure goals are met?  
a. planning c. organizing  
b. leading d. controlling
- \_\_\_\_\_ 22. \_\_\_\_\_ means “doing things right” and getting the most output for the least amount of input.  
a. effectiveness b. efficiency
- \_\_\_\_\_ 23. A firm that has a centralized organization concentrates authority with \_\_\_\_\_.  
a. top managers c. individual contributors  
b. line managers d. middle managers
- \_\_\_\_\_ 24. Reviewing employee performance is a component of the \_\_\_\_\_ function.  
a. organizing c. controlling  
b. staffing d. leading
- \_\_\_\_\_ 25. \_\_\_\_\_ is a term that is used to refer to the people who are in charge of running a business.  
a. Officers c. Principals  
b. Management d. Stakeholders
- \_\_\_\_\_ 26. \_\_\_\_\_ of a manager’s day is spent interacting with other people.  
a. Less than half c. A small portion  
b. None d. Most
- \_\_\_\_\_ 27. The most highly valued quality in a leader is \_\_\_\_\_.  
a. confidence c. communication skills  
b. motivation d. integrity
- \_\_\_\_\_ 28. Which function of management is more concerned with arranging resources in an orderly and functional way?  
a. organizing c. leading  
b. controlling d. planning

## **Basic Functions of Management Answer Section**

### **MULTIPLE CHOICE**

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|------------|--------|
| 1. ANS: C  | PTS: 1 |
| 2. ANS: B  | PTS: 1 |
| 3. ANS: B  | PTS: 1 |
| 4. ANS: C  | PTS: 1 |
| 5. ANS: A  | PTS: 1 |
| 6. ANS: B  | PTS: 1 |
| 7. ANS: A  | PTS: 1 |
| 8. ANS: A  | PTS: 1 |
| 9. ANS: C  | PTS: 1 |
| 10. ANS: D | PTS: 1 |
| 11. ANS: B | PTS: 1 |
| 12. ANS: D | PTS: 1 |
| 13. ANS: A | PTS: 1 |
| 14. ANS: D | PTS: 1 |
| 15. ANS: B | PTS: 1 |
| 16. ANS: D | PTS: 1 |
| 17. ANS: C | PTS: 1 |
| 18. ANS: D | PTS: 1 |
| 19. ANS: C | PTS: 1 |
| 20. ANS: D | PTS: 1 |
| 21. ANS: D | PTS: 1 |
| 22. ANS: B | PTS: 1 |
| 23. ANS: A | PTS: 1 |
| 24. ANS: C | PTS: 1 |
| 25. ANS: B | PTS: 1 |
| 26. ANS: D | PTS: 1 |
| 27. ANS: D | PTS: 1 |
| 28. ANS: A | PTS: 1 |